

**Assisted Living Registry**  
**Substantiated Complaint Information**

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**Name of Residence:** The Cascades

**Address:** 45586 McIntosh Drive, Chilliwack, BC V2P 7W8

**Legal entity of Residence:** Sienna-Baltic (Cascades) Inc.

**Provider of Prescribed Services:** By the operator

**Date of complaint investigation:** March 13, 2019

**1<sup>st</sup> Web Posting Update:** June 7, 2019

All findings are assigned a determination based on the following definitions:

- **In compliance:** meets the requirements of the Assisted Living Registrar's provincial health and safety standards and policies
- **Not fully compliant:** missing required elements for full compliance
- **Not in compliance:** no evidence of meeting the standards and policies

Findings		At complaint	At web posting
<i>1.2 Building Maintenance</i>			
1.2.1	Registrants must maintain buildings and grounds in a good state of repair and a safe and sanitary condition and in compliance with the requirements of applicable legislation, regulations, bylaws and codes.  <b>Actions taken since complaint:</b> Heat treatments to bed bug affected rooms and Sniffer dog through the site.	Not in compliance	Not fully compliant
<i>1.7 Resident abuse, neglect and self-neglect</i>			
1.7.1	Registrants must protect residents from abuse and neglect by: (a) responding promptly and effectively to allegations of abuse or neglect.  <b>Actions taken since complaint:</b> Resident was moved to a vacant suite.	Not in compliance	Not in compliance
<b>Standard #2 – Registrants must ensure hospitality services do not place the health or safety of residents at risk.</b>			
<i>2.5 Social and recreational opportunities</i>			

2.5.2	<p>Registrants must offer social and recreational programs that promote the mental well-being of residents.</p> <p><b>Actions taken since complaint:</b> None</p>	Not in compliance	Not fully compliant
<b>Standard #3 – Registrant must ensure sufficient staff is available to meet the service needs of residents and that staff has the knowledge and ability to perform their assigned tasks.</b>			
<i>3.1 Management</i>			
3.1.1	<p>Registrants must ensure site management is effective and appropriate for the resident population.</p> <p><b>Actions taken since complaint:</b> Resident was moved to a vacant suite.</p>	Not in compliance	Not in compliance